

Your chat transcript with us.ovhcloud.com (16 Jul 2021, 06:56 PM GMT)

From: Chat Transcript <noreply@zopim.com>

To: robertparks13@outlook.com <robertparks13@outlook.com>

Date: Friday, July 16th, 2021 at 3:18 PM

Chat Transcript with Robert Parks

Chat started on 16 Jul 2021, 06:56 PM (GMT+0)

(06:56:54) *** Robert Parks joined the chat ***
(06:56:54) **Robert Parks:** Do me a favor and delete my server then anyways.
(06:57:56) **Customer Service:** We thank you for your patience. All our agents are currently servicing other customers. Please continue to hold for our next available agent.
(06:58:04) *** Kiran Ansar joined the chat ***
(06:58:12) **Kiran Ansar:** Hello, thank you for contacting OVHcloud. How may I assist you today?
(06:58:28) **Robert Parks:** Delete my server please.
(07:00:45) **Kiran Ansar:** I see that you have a 12 month commitment with us. Our system will not allow to cancel the service. In order to cancel the service, you will need to pay the remaining balance. You can open a ticket with our billing team and see what they say. But this is our company's policy we cannot cancel a service with 12 month commitment.
(07:01:00) **Robert Parks:** Then dont
(07:01:03) **Robert Parks:** Just delete my server
(07:01:09) **Robert Parks:** I will not be using it.
(07:01:26) **Kiran Ansar:** You will have to pay the remaining balance.
(07:01:48) **Kiran Ansar:** Please open a ticket regarding this issue with our billing team.
(07:01:51) **Robert Parks:** Why?
(07:01:54) **Robert Parks:** I am not saying
(07:01:56) **Robert Parks:** stop charging
(07:01:58) **Robert Parks:** I am saying
(07:01:59) **Robert Parks:** I
(07:02:00) **Robert Parks:** WANT
(07:02:01) **Robert Parks:** YOU
(07:02:02) **Robert Parks:** TO

(07:02:03) **Robert Parks:** DELETE
(07:02:05) **Robert Parks:** THE
(07:02:06) **Robert Parks:** SERVER
(07:02:25) **Kiran Ansar:** OK
(07:02:27) **Robert Parks:** Not a billing issue.
(07:02:49) **Kiran Ansar:** Please follow this guide to delete the server.
<https://support.us.ovhcloud.com/hc/en-us/articles/360012970599-How-to-Delete-a-Dedicated-Server>
(07:03:19) **Kiran Ansar:** We cannot delete a server on your behalf.
(07:04:03) **Robert Parks:** I followed the directions
(07:04:17) **Robert Parks:** Under status, I am not given the delete option as is mentioned in the directions.
(07:05:25) **Robert Parks:** ???
(07:06:23) **Kiran Ansar:** It is because you have a 12 month commitment with us. You cannot delete a server without paying the remaining balance.
(07:06:36) **Robert Parks:** Then why did you tell me to follow those directions?
(07:06:43) **Robert Parks:** Do I need to get the authorities involved?
(07:07:24) **Robert Parks:** Also, the directions say there should at the very least be an option to delete at expiry date. Where is that option?
(07:07:41) **Robert Parks:** According to your directions as well, there should be a delete service now option with a process to do so.
(07:07:46) **Robert Parks:** Why don't I see these options?
(07:07:57) **Robert Parks:** As your websites directions so clearly show should be available?
(07:08:57) **Kiran Ansar:** I told you earlier that you cannot cancel the server without paying the remaining balance but you kept saying you want to delete the server so I sent you the guide. Just so you can see you won't be given the option go deleting or canceling the server since you have a one year commitment with us.
(07:09:38) **Robert Parks:** "To delete your Dedicated Server now, instead of at the expiry date, first log into the OVHcloud Manager. Click Server at the top of the screen and then select the server you wish to delete from the drop-down menu on the left-hand sidebar. In the "Service status" box, click the ellipsis (...) next to "Status" and choose Delete my service."
(07:09:44) **Robert Parks:** That is what your directions say.
(07:09:48) **Robert Parks:** That is called illegal.
(07:09:55) **Robert Parks:** Because I don't have any of the options states.
(07:09:56) **Robert Parks:** stated*
(07:10:01) **Robert Parks:** And you are refusing to comply.
(07:10:31) **Robert Parks:** It clearly states, that INSTEAD of when the server expires, to DELETE NOW...
(07:10:33) **Robert Parks:** DO THIS.
(07:10:56) **Robert Parks:** Hence, it clearly shows you guys have a process for deleting servers before the date of service expires.
(07:11:02) **Robert Parks:** and you, yourself sent me the link.
(07:12:06) **Robert Parks:** I am also emailing myself a transcript of this conversation.
(07:12:27) **Robert Parks:** And I will be going to the appropriate authorities about this, as well as the BBB.
(07:12:59) **Robert Parks:** I will also be notifying my bank to flag your charges as fraudulent.
(07:13:13) **Robert Parks:** Anything else to discuss?
(07:14:20) **Kiran Ansar:** Please open a ticket with billing team regarding cancellation and deletion of your dedicated sever. They are the one who decide.
(07:14:29) **Kiran Ansar:** Is there anything else I can assist you with today?
(07:15:02) **Robert Parks:** Yes
(07:15:50) **Robert Parks:**

(07:16:08) <https://web.archive.org/web/20210716191500/https://support.us.ovhcloud.com/hc/en-us/articles/360012970599-How-to-Delete-a-Dedicated-Server>
(07:16:12) **Robert Parks:** Everything is archived on web.archive.org as well.
(07:16:47) **Robert Parks:** I thought you should know.
(07:16:53) **Robert Parks:** Including the directions you just gave me that clearly state I can and should have the option presented to me to delete service earlier than the service expire date is up.
(07:17:29) **Robert Parks:** Thank you.
(07:17:40) **Kiran Ansar:** alright
(07:18:02) **Kiran Ansar:** Is there anything else I can assist you with today?
(07:18:17) **Robert Parks:** No, thank you Kiran.
*** Robert Parks left the chat ***

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EMAIL	robertparks13@outlook.com
PHONE	—
LOCATION	Frederick, Maryland, United States
URL	https://us.ovhcloud.com/manager/#/
DEPARTMENT	Cloud Support Chat
SERVED BY	Kiran Ansar
RATING	—
COMMENT	—

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